

THE IPN DISPATCH

IPN Monthly Dispatcher Update

October 2014

Email Issues With Tech Support



Tech support has noticed an increase in the number of “unreadable” messages received lately and we think we know why. To eliminate the threat of processing a virus via email, we do not accept attachments or HTML-coded messages via support. Some email clients automatically imbed formatting language into your email or completely convert the text into meaningless numbers and letter. If you email support and we are not able to read your message, we will reply requesting you try again. Please, if you receive this response from us, try to reply using a different email program or, better yet, click the “plain text” option. For those of you using AOL, this has become quite an issue and we fear you are not getting the quality customer service you deserve from IPN.

Dallas Town Hall Meeting

We would like to thank everyone who came out to the latest IPN dispatchers meeting in Dallas, Texas. This most recent town hall was held in conjunction with the annual IFBA convention so that local dispatchers as well as those from other areas could attend. Rick White and Chuck Lowe were on hand to meet dispatchers, thank them for their efforts, and answer questions. All members who attended received IPN swag - even those who didn't RSVP. Local DFW chapter members as well as those from Tennessee, Iowa and Canada were there.



We would like to acknowledge Wally and the entire Box 4 organization for their assistance and support of IPN. There were over 100 registered buffs in attendance for the conference and all attendees were offered complimentary IPN service for the week.

One IPN related highlight was during the DFW airport tour and live burn mock up. Crash rescue was alerted for an aircraft coming in with a mechanical issue (Alert 2). Almost immediately after the alert being issued everyone's phones went off with the information. It was a proud moment for our organization. Our DFW dispatchers really stepped up and provided incredible coverage during the week.

For those who have never been to an IFBA convention, these events take place in a different location each year. They feature tours of fire facilities, live demonstrations, buffing, museum tours, apparatus photographing and dinner at local eateries. You do not have to be an IFBA member to attend. The convention next year will be in Hartford Connecticut. IPN has already committed to being there to support this fine organization.

IPN Dispatcher of the Month

We are pleased to announce that **MAR137** has been named DOTM!

Celebrating 12 years with IPN and finally a winner!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

We truly appreciate the high quality service that each of you provide.

In This Issue

- Email issues
- Airport Alerts
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Pop Quiz



A woman shows up at the local police station with a hand grenade she discovered in her father's collection of war memorabilia. Not knowing what to do with it, she brought it to the station. Police immediately evacuate the building and request the Fire Department to assist. How would you page the call?

- A. Suspicious Device - it's an explosive device being handled by public safety.
- B. Hazmat - there's nothing suspicious but it is hazardous.
- C. Special - evacuations ordered and memorabilia is different than dynamite.
- D. Violent Crime - grenades are meant to harm others like in a war.

If you think you know already, skip to the end of the newsletter to see if you are right? Not sure? Click [here](#) to check the IPN category definitions first!

Guidelines Review: On Scene Verification



IPN dispatch guidelines instruct dispatchers to wait until an incident is verified to be sure it meets our dispatch criteria. What exactly does that mean? If someone calls 911 to report a victim has been shot or that a house is on fire, isn't that enough? What if the fire or police dispatcher states "multiple calls," that should be good, right?

The intent of the guideline is for you wait until the most appropriate agency is on scene and provides an official size-up or report to their dispatch. Bystanders and RP's (the person calling 9-1-1) may exaggerate or be too excited to be completely reliable; a fire official or police/deputy/trooper is the voice you are waiting for. Wait, so can it be any public safety official? No, due to training and experience, different public safety agencies have a better understanding of a situation and how best to describe it.

For the most accurate IPN alert, wait for the police to arrive at the scene of a crime, like an armed robbery or a SWAT. However, EMS may confirm treating a GSW or stabbing victim (PD will have the suspect and weapon information you might want).

Likewise, a sheriff deputy stopping to block traffic down the street of a fire may observe a large column of smoke and state the house is fully involved; however, fire officials may learn this is a brush fire behind the residence and an IPN alert sent prematurely would be incorrect.

Unlike fire units, police are "on patrol" and may often arrive to the scene of an emergency first but this does not mean they are assuming command or have verified an incident. Even with police-related incidents, setting up a perimeter and traffic control might take priority over true incident and scene verification.

Stating in your alert the agency or unit making the size-up lends more strength to our credibility, makes for a better IPN alert, and raises your level of professionalism and responsibility. While we want timely information to be sent, accuracy is more important.



Online CAD -Shreveport, LA

An online CAD is a sneak-peek into the working CAD of a police or fire agency. In the case of Shreveport, which boasts a population of slightly under 200,000, it covers police, fire and EMS for several different areas.

Shreveport is a very busy city with a lot of public safety activity and, lucky for us, in addition to the online CAD you can easily find a scanner feed as well.

This CAD will tell you which agency is responding, the number of units dispatched, the type of incident, and the cross-streets (whew, would you know how to spell "Colquitt Rd" if you heard it over the air?).

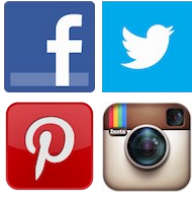
This area could use some extra ears to fill in the gaps and your assistance, as always, is greatly appreciated.

Here is the link for the [CAD](#). It has the ability to show all incidents parish-wide or filter for your agency of preference.

The link for the various feeds, via Broadcastify, can be found [here](#).

Should you have any questions or require access to the Louisiana Chapter please contact support.

Reliability of Social Media



An article recently ran about actress Betty White coloring her hair. The title of the story was "Betty White peacefully dyes at home". Through the magic of twitter and Facebook news quickly spread that she had passed away. Nobody was more shocked than Betty who was still very much alive.

While we do not page celebrity deaths to IPN, this does serve as proof that posts to social media can be wholly inaccurate. We are not saying that they do not have a purpose. In fact they can be a great way to learn of an incident that may be pagable; however, it is vital that everything from social media must be verified by other means (pulling up a feed is easiest and most reliable). For IPN purposes, this confirmation must be made by public safety radio traffic. Never assume a Twitter to Facebook post is accurate.

Aircraft: In-flight Emergency

IPN dispatches hundreds of airport alerts each year. The majority of these alerts are level 2 and the aircraft lands safely. We do have some dispatchers that work on airport crash rescue units but the majority of us have no idea what these airport alert levels mean. To help our dispatchers better understand these alerts each of them is defined below. These are FAA classifications. Keep in mind that IPN uses Aircraft Down for all Alert 3 incidents.

Alert 1 - Indicates that an aircraft approaching the airport is in minor difficulty. For example, feathered propeller, oil leak, etc. Emergency Equipment and crews normally stand by in quarters for further instruction.

Alert 2 - Indicates that an aircraft approaching the airport is in Major difficulty. For example, Engine on fire, faulty landing gear, no hydraulic pressure, etc. Emergency equipment and crews proceed to a predetermined location (End of runway, taxiway, access road, etc) to await development of the potential emergency.

Alert 3 - Indicates that an aircraft is involved in an accident on or near the airport and emergency equipment and crews should proceed immediately to the scene.

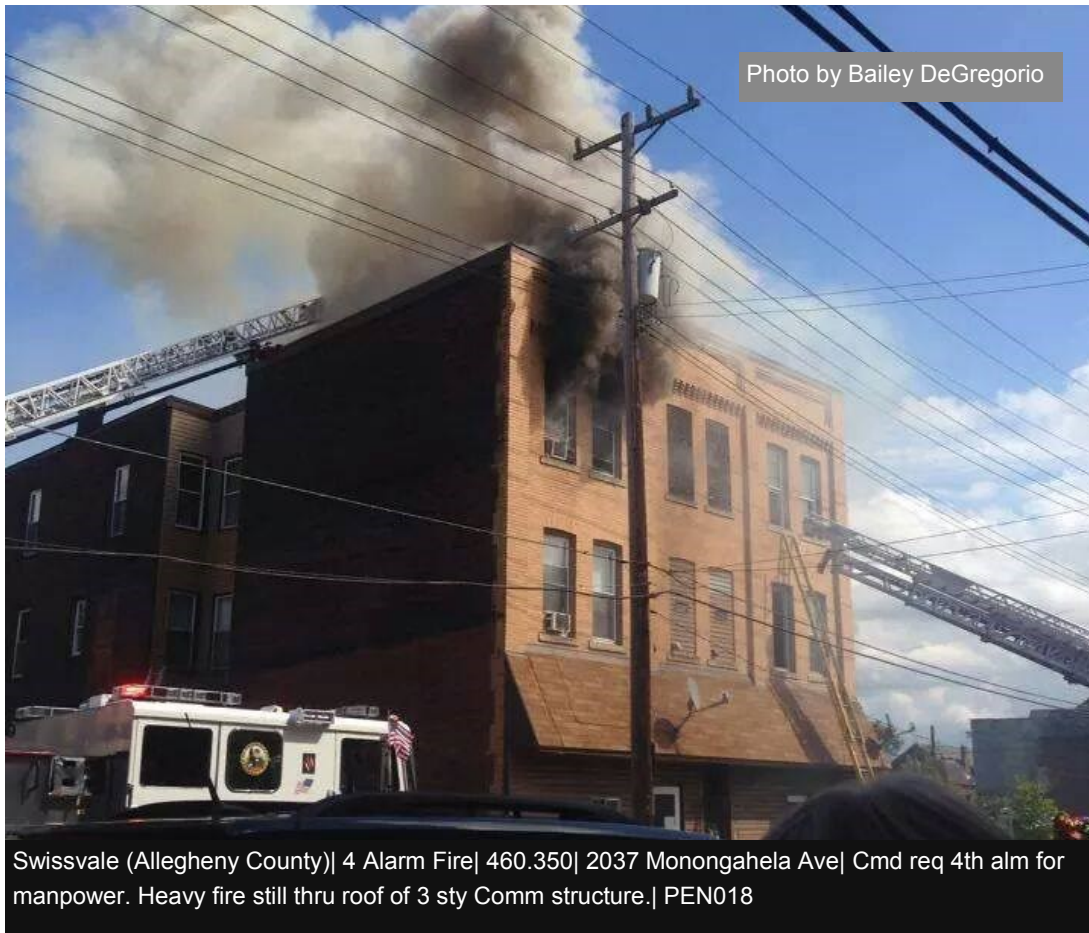
** Note: If you initially page out an Alert 2 and the aircraft crashes your IPN category must be changed to Aircraft Down. As with the escalation of a fire incident to a new level, this classification change requires that the call be treated as a brand new incident. Its not an update. Please be sure to enter all details when the call is paged out to aircraft down. (As shown below):



Boise (Ada County)| Airport Alert| 3201 Airport Way| Alert 2 for Incoming Cargo Plane with Indication of Malfunctioning Landing Gear.| IDA999

Boise (Ada County)| Aircraft Down| 3201 Airport Way| Cargo Plane with Landing Gear Collapse During Landing. Small Fire. 1 SOB Removed with Minor Injury.| IDA999

Incident Photos



Side note from
LAX003:

IPN Dispatchers
LAX119 and LAX343
are in the photo
assisting CHP and
EMS personnel push
the vehicle off the
occupant while the
rescue squad pulled
him to safety. What
a great team effort
and IPN was right in
the middle.

Public Safety Humor



Kudos to NJS036 for getting this alert out right away and for their restraint in mentioning this was a PD veh vs a donut shop! Doesn't make it any less funny. NJS| Berlin, NJ (Camden County)| Traffic Advisory| 222 W White Horse Pike| Units o/s MVA car into the building, serious damage, driver is out, req building officials| NJS036|

Contact Us

Remember, we are here for YOU.

**Newsletter Story &
Photo Submission:**
newsletter@incidentpage.net

General Support:
support@incidentpage.net

Dispatcher Admin Office:
1900 Weld Blvd, Suite 105
El Cajon, CA 92020

Quick Links:

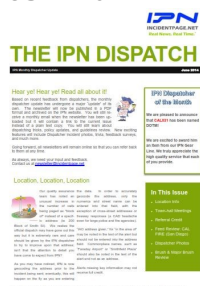
Like us on [facebook](#)
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Past Newsletters

Did you know that you can still access our past newsletters online?

Click here for the month you want to review again:

JUNE 2014



JULY 2014



August 2014



Sept 2014



Pop Quiz Answer

This one could be a bit tricky but the best category choice is:

Answer: B. Hazmat

A hand grenade is classified as a Hazardous Material Class 1 Explosive, which are any substance or article, including a device, which is designed to function by explosion. It's not a homemade bomb or something that is considered a suspicious or terrorist-related; rather, this is a known item and is not being acted on as a criminal act.